

MLTI 2016 Refresh
FAQ
(REVISED 5.4.16)

What is meant by the “2013 cohort” of MLTI?

These are the student and teacher seats within any school that were opted in for in 2013.

Is the State requiring all Apple MLTI schools to participate in this 2016 MLTI refresh opportunity?

No, only Grade 7 & 8 Apple MLTI schools are required to participate in the 2016 MLTI Refresh.

Are all Grade 7 & 8 MLTI implementations being refreshed?

No. Only Apple MLTI Primary and Apple MLTI Alternate implementations will be refreshed.

Can we include our 6th grade in the refresh of devices? We did not opt in at the 6th grade level until the 2014-15 year but would like to participate if at all possible so as to have all three grades on the same devices.

Only grades that opted into MLTI in 2013 are eligible to refresh this year. Grades that opted in in 2014 or 2015 are not eligible because the lease on those devices between Apple and the State is not being terminated at this time.

Does a school need to refresh into the same Apple MLTI solution?

No. A school can choose to move into a different Apple MLTI solution. This means they may select either Apple MLTI Primary or Alternate regardless of current solution,

In 2016 can an HP MLTI school choose to refresh into one of the Apple MLTI offerings?

No. The HP contract for 2013 cohorts will remain in place through 2017.

What should we begin doing immediately to prepare for the refresh?

As soon as you know that your school will be part of the refresh, begin reviewing your Asset Manager and inspecting your devices. This allows you to identify missing or damaged devices well in advance of the device return date. Get all warranty work done on devices and chargers before the devices are collected.

How should we prepare the devices for return?

Take the following steps this summer:

Collect iPad, MacBook Air, and iPad Mini devices with their charger and cable (duck head or extension cable for MBA, or charger and sync cable for iPad)

Remove any stickers (some tech leads are talking about cleaning up the devices, to insure top value).

Remove the EFI password.

Wipe the device:

- MacBook Air: Use Disk Utility to erase the hard drive
- iPad: Settings - General - Reset - Erase All Content and Settings

What do we need to return as part of the refresh?

Schools must return devices (iPads; iPad minis; MacBook Airs) and chargers (iPad - sync cable and AC charger; MacBook Air - AC charger and duckhead or cable) that were provided to the grades that opted into MLTI in 2013. This includes devices that were sent with the original order in the summer of 2013, as well as (a) devices that were provided as replacements for those devices (buffers or paid replacements); and (b) additional devices provided through the Enrollment Pool to students and staff in the grades that opted into MLTI in 2013.

What staff devices have to be returned in the grade 7 and 8 refresh? What about administrators and central office personnel?

Any staff devices that were ordered as Grade 7 and 8 devices must be returned as part of the refresh.

Can you send us a list of all the devices from our school that the state would be expecting us to return if we decide to opt-in with the early refresh? The information in the asset manager doesn't seem to indicate which lease the different devices are from, and which grades they are assigned to.

The Asset Manager is being updated to include the delivery year of each device. You can export a list of all devices from the Asset Manager, including the delivery year. In most cases, the delivery year is the same as the year you placed the order. In some cases, however, you may have received a 2014 or 2015 device from the enrollment pool for a 2013 cohort grade. We will provide more information on how to handle those devices.

In terms of the number of devices to return, if you are refreshing all of the 2013 cohort grades, you will return all of your 2013 devices. If you are not refreshing all of your 2013 cohort, you will return all 2013 devices except the number of devices you will need to serve the non-refreshing 2013 grade or grades.

What equipment do we keep?

Schools may keep the Apple TVs, the laptop and iPad cases, dongles etc. Networks are not impacted by the refresh and network equipment will remain in place so schools can complete the 4th year of their network agreement.

When will the device collection happen for the refresh?

Devices should be ready for pickup or mail-back between August 1 and August 15, 2016.

Will the new devices come before we have to ship back the old devices? We have a lot of planned summer work (e.g., curriculum development, workshops, retreats) for which affected staff members need their devices.

We expect new devices to be delivered in mid-July. Devices that are part of the refresh (2013 devices) need to be ready for pickup or mail-back between August 1 and August 15.

Should we have damaged devices serviced before they are returned?

Schools should ensure that all warranty-covered work is completed prior to July 15, 2016. Schools should no longer send damaged devices to the depot for out-of-warranty repair unless the devices are needed during the school year, since the cost of repair may exceed the end-of-lease option for non-working devices.

What if a school returns devices that are not in good working condition?

If a returned device is deemed “non-working” the school will be billed by Apple Financial Services on behalf of the Department of Education. Primary student seats will be billed up to \$237 per seat, Primary staff seats will be billed up to \$257 per seat, and Alternate seats will be billed at \$313 per device.

What is meant by "good working order?" Our devices have wear and tear, dents and scratches. How do we know whether they are considered to be in "good working order" or whether we will be billed?

Please refer to the information at http://maine.gov/doe/mlti/participation/MLTI_ReturnProcess.pdf

Why can't we leverage the buy-out on the Apple MLTI devices being refreshed?

The residual value of current MLTI devices will be used to satisfy the State's remaining MLTI lease obligations for refreshing grades.

If we decide not to refresh K-6 or 9-12 grades that opted in in 2013, will we have an opportunity to buyout those devices in 2017?

Yes. You have the option to refresh or not refresh for grades K-6 and 9-12 (but only for the grades that opted in in 2013.) If you choose not to refresh them this year, you will have the option to buy them out at the end of the 2016-17 school year. The price will be: iPad - \$28; MBA - \$48; iPad Mini - \$15; HP laptop - \$18

What is the cost of the wireless network for 2013 cohort schools next year?

For grade 9-12 wireless networks, whether or not the grades are refreshing this year, the cost for the 2016-17 school year will be the same as during the first 3 years of the program. (You can find the cost either on the sheet that accompanied your 3rd quarter invoice this year, or in the original order form that you filled out in 2013.)

For grades 7 and 8, which are refreshing in 2016, there will be no local cost for wireless network for the 2016-17 school year. The State is already paying the full cost of the wireless network for 7th and 8th grade Apple Primary schools. Given the lower cost for Apple Alternate seats, the State is now able to fund the full cost of the network for refreshing grades 7 and 8 for the 2016-17 school year, so there is no local cost for the network next year.